

Powering Customer Experience with User Lifecycle Management



Overview

Our client is an Australian government customer who wanted to improve their agility of process, specifically improving the infrastructure and security. It keeps the state's approximately 8 million residents moving, enables 800K businesses, and supports the annual movement of more than 500 million tons of freight. Addressing the requirements, Tech Mahindra streamlined the user lifecycle management and provided around 45000 employees for the client to keep things running.

Client Background and Challenge

The train's, Identity and Access management (IAM) were a legacy application running on ageing infrastructure. This led to address the following priorities








- ▶ Multiple issues in user data transfer between two IAM systems.
- ▶ Duplicate id issue in rehire after/within 90 days.
- ▶ Issues in user identity life cycle management stabilization.
- ▶ Automation of user transfer across agencies, rehires.
- ▶ Automation of various complex use cases, bulk migrations, reporting and server monitoring.
- ▶ Technical issues like repointing to new connector server in UAT and using same database (DB) instance for identity and access governance schemas.

Our Approach and Solution

- ▶ Provisioned and de-provisioned the user accounts and entitlements to enterprise AD, card management system, and integration publishing to sub agencies.
- ▶ Created customized event-handlers, schedulers, connectors, to support enhancements.
- ▶ Implemented OAM in high availability environment for Sydney trains application onboarding.
- ▶ The DB instance design for separate identity and access governance schemas was changed to avoid business risks in controlled environments.
- ▶ Configured session terminations and logouts for on-boarded applications.
- ▶ Controlled propagation of changes under drops in controlled environments like UAT, along with driving release management.
- ▶ Communicated and represented slides of the March/June 2022 major release details to the customer executive board.
- ▶ Created SOPs and implementation plans, while supporting project team with documentations.

Business and Community Impact

The implementations and configurations done by TechM team allowed the client to:

-  Streamline user life cycle management
-  Save the cost by reducing user life cycle management from 2 IAM systems to 1 IAM system.
-  Reconfigure and optimize directory services.
-  Enable 24*7 monitoring for accessing governance servers
-  Enhance operational support
-  Reduced the number of tickets in enterprise identity and access management (EIAM) queue
-  Access governance, single sign on, session management for legacy applications saving time in multiple logins.



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